

Claims

What is claimed is:

- 1 1. A method of providing client services comprising:
2 providing a distributed Internet application (DIA) linked to a
3 presentation tier, an integration tier and a business tier; and
4 coupling an application service to the presentation tier to determine
5 task sequencing.
- 1 2. The method as defined in claim 1 comprising:
2 providing a plurality of business units of a provider of the DIA in the
3 business tier, the business units being accessible through the integration tier.
- 1 3. The method as defined in claim 2 comprising:
2 providing a data tier for accessing data from any of the business units
3 designated by a user of the DIA.
- 1 4. The method as defined in claim 1 comprising:
2 a page data structure controlled by the presentation tier.
- 1 5. A system for providing client services with the assistance of a single source
2 comprising:
3 a distributed Internet application (DIA) maintained by an assisting
4 party;
5 a computer system for accessing the DIA by a user;
6 the DIA including a presentation tier, an integration tier and a business
7 tier;

8 an application service coupling the integration tier and the presentation
9 tier to determine task sequencing in the presentation tier; and

10 a plurality of business units of the assisting party being provided in the
11 business tier, the business units being accessible through the integration tier.

1 6. The system as defined in claim 5 comprising:

2 a data tier coupled to the business tier and including data from any of
3 the business units designated by the user.

1 7. A method of providing client services comprising:

2 maintaining a distributed Internet application (DIA) by a single source
3 providing multiple business units;

4 including in the DIA, a presentation tier, an integration tier and a
5 business tier;

6 coupling an application service in the integration tier to the
7 presentation tier to determine task sequencing in the presentation tier; and
8 providing the multiple business units of the single source in the
9 business tier, the business units being accessible through the integration tier.

1 8. The method as defined in claim 7 comprising:

2 providing a data tier for accessing data from any of the business units.

1 9. A method of providing client services comprising:

2 a client communicating with a service provider;

3 the provider maintaining a client service tool including a presentation
4 tier, an integration tier and a business tier;

5 coupling an application service of the integration tier to the
6 presentation tier to determine task sequencing in the presentation tier; and
7 providing a plurality of business units of the service provider in the
8 business tier, the business units being accessible through the integration tier.

1 10. The method as defined in claim 9 comprising:
2 providing a data tier for accessing data from any of the business units.

1 11. A method of providing client services comprising:
2 providing a multi-tiered E-platform architecture including:
3 a user interface;
4 a presentation tier coupled to the user interface;
5 an integration tier coupled to the presentation tier;
6 a business tier coupled to the integration tier; and
7 a data tier coupled to the business tier;
8 providing a distributed Internet application (DIA) linked to the
9 presentation tier, the integration tier and the business tier;
10 coupling an application service to the presentation tier to determine
11 task sequencing in the presentation tier; and
12 providing a plurality of business units of a provider of the DIA in the
13 business tier, the business units being accessible through the integration tier.

1 12. The method as defined in claim 11 comprising:
2 providing a presentation services framework in the presentation tier.

1 13. The method as defined in claim 12 comprising:
2 providing an application services framework and a connectivity
3 services framework in the integration tier.

1 14. The method as defined in claim 11 wherein the data tier accesses data from
2 any of the business units designated by a user of the DIA.

- 1 15. The method as defined in claim 11 comprising:
2 a page data structure controlled by the presentation tier.
- 1 16. The method as defined in claim 11 wherein a user communicates with the
2 presentation tier through a communication channel such as one of a
3 computer, a PDA device, a web enabled phone device, a business to
4 business communication and a telephone device.
- 1 17. The method as defined in claim 11 wherein the presentation tier manages
2 user interactions and communicates results of the user interactions to the
3 business tier.
- 1 18. The method as defined in claim 11 wherein a user is one of a member, a
2 member service representative, a customer, a customer representative, an
3 agent and a vendor.
- 1 19. The method as defined in claim 13 wherein the application services
2 framework functions as a mediation between the presentation services
3 framework and the connectivity services framework.
- 1 20. The method as defined in claim 11 wherein each business unit provides at
2 least one of products and services for a user of the DIA.
- 1 21. The method as defined in claim 11 comprising:
2 a data storage for each business unit.
- 1 22. The method as defined in claim 21 wherein the data storage relates to a
2 specific user of the DIA.

- 1 23. The method as defined in claim 22 comprising:
2 providing an access code for accessing the data storage.
- 1 24. The method as defined in claim 11 comprising:
2 providing a user profile portion in the presentation tier.
- 1 25. The method as defined in claim 11 comprising:
2 providing an environment profile portion in the presentation tier.
- 1 26. The method as defined in claim 11 comprising:
2 providing a field edit services portion in the presentation tier.
- 1 27. The method as defined in claim 11 comprising:
2 providing a message display portion in the presentation tier.
- 1 28. The method as defined in claim 11 comprising:
2 providing a page data model; and
3 updating the page data model via a plurality of web pages.
- 1 29. The method as defined in claim 11 comprising:
2 a controller portion including a presentation controller and an
3 application servlet.
- 1 30. The method as defined in claim 28 comprising:
2 providing a dynamic section generator portion in the presentation tier.
- 1 31. The method as defined in claim 28 wherein the updating is accomplished by
2 responding through a Java Server page using a custom tag to extract data
3 from the page data model.

- 1 32. The method as defined in claim 31 wherein the dynamic section generator
2 generates an HTML code for the Java Server page automatically based on
3 data in the page data model.
- 1 33. The method as defined in claim 32 comprising:
2 providing a dynamic section template to tailor a presentation of the
3 dynamic section generator.
- 1 34. The method as defined in claim 11 comprising:
2 providing an application service manager.
- 1 35. The method as defined in claim 34 comprising:
2 controlling a task order in which data passes from the integration tier to
3 the presentation tier.
- 1 36. The method as defined in claim 11 comprising:
2 providing a connectivity layer for continuously translating data passing
3 between the data tier and the presentation tier.
- 1 37. The method as defined in claim 11 wherein the presentation tier includes a
2 rules-based page flow mechanism for controlling the flow of pages within a
3 particular presentation task.
- 1 38. The method as defined in claim 11 wherein the presentation tier includes a
2 page data structure providing a generalized view of data for a page
3 supplemented by metadata for field labels, domain lists, edit rule definitions,
4 help content and other extended attributes to enable generating the user
5 interface for the page.